



TRAINING SUPPORT SYSTEM (TSS) REACH

CollabWorx User Manual

This guide covers:

- ✓ Terminology
- ✓ Secure Instant Messenger
- ✓ Collaborative Meetings
- ✓ Basic Troubleshooting

Better Teamwork, Better Soldiers

We believe better soldiers will be the result of a sustained program of increased teamwork through communication and collaboration.

By extending the reach of virtual face-to-face meetings over Internet Protocol, we expect to overcome many of the limitations of legacy video systems and evolve new applications of training and training development throughout the Army and Joint forces.

Although this is a new effort, we expect exciting results as well as a few growing pains as we implement this program on a larger scale. Support is available, however, and your participation is appreciated in helping us realize this vision.

***For Assistance with Accounts,
Training, or Implementation,
Contact the TSS Reach Team at:***

757-878-5964, or DSN 826-5964

TSSReachPOC@atasc.army.mil

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PREFACE

CollabWorx is an approved collaboration tool. For documentation, see our website at: <http://www.atsc.army.mil/collaboration>

As with any software installation, your Information Assurance Manager has oversight over local computer software installation.

TSS Reach Point of Contact

For questions regarding CollabWorx accounts or other information regarding the TSS Reach Collaboration program, please contact:

Pam Hicks, pam.hicks@us.army.mil
757-878-5964, or DSN 826-5964

TSS Reach Collaboration Support Team

at 757-878-5964, or DSN 826-5964

For assistance with accounts, training, or implementation, contact:

Pam Hicks, pam.hicks@us.army.mil,
Mike Andriliunas, michael.j.andriliunas@us.army.mil, or
Enid Denis, enid.denis@us.army.mil

The Army Training Help Desk (ATHD)

ATSC has created initial Help Desk processes to support TSS Reach.

The Army Training Help Desk (ATHD) will provide Tier 1 support using the following contacts:

Email: help@atsc.army.mil
Phone: 1-800-275-2872.

Agents can assist you with common problems and/or you can access the knowledge base yourself at the ATHD website: <https://ask-atsc.atsc.army.mil>

For new problems, or questions requiring specialized assistance, the ATHD will refer your help request to the Tier 2 subject matter experts.

For information regarding accounts, instruction, or implementation support, use the contact information on the cover of this document, call 757-878-5964.

This document provides some basic troubleshooting information in Appendix C. For a continuously updated knowledge base, use the ATHD website.

INTRODUCTION

This document is a user's manual, which accompanies our hands-on training of CollabWorx, the synchronous collaborative tool sponsored by the Army Training Support Center (ATSC). We have included terminology and program information, using the software, and some protocol and troubleshooting tips along the way.

We welcome feedback on Training Support System (TSS) Reach, the CollabWorx application, and this user's manual. Contact information is provided on the cover of this document.

User's Manual Conventions and Terminology

Conventions

This manual focuses on the operation of CollabWorx on the ATSC CollabWorx server. All screen shots are taken using this server and configuration.

Terminology and Definitions

Variations on terminology associated with this system exist. Terms and definitions are provided to clarify appropriate terminology and acceptable variations.

TSS Reach is the program sponsored by ATSC in order to provide collaborative and distance technologies worldwide anytime, anywhere. Specific technologies such as CollabWorx, fall under this program.

CollabWorx (kə-lab'-wurks) is the name of the company that creates this synchronous collaborative tool. It is also the appropriate vendor-suggested term for the software.

CW Lite is a nickname that many people have used for the software. If someone uses this term, they mean the same thing as CollabWorx software.

CollabWorx SIM (Secure Instant Messenger) or **Community Window**. The icon for the SIM software that resides on your taskbar. When you double-click this icon you see a window with community members' names. From this program you have the ability to send Instant Messages and also to launch collaborative meetings. Many people call this the community window, because you see the community name at the top of the window.

Collaborative Meeting is the term we will use in this manual to indicate the application that includes audio, video, chat, and (depending on the type of meeting you choose) document sharing. Other generic terms are Virtual Meeting, Live Meeting, Conference, Collaboration, Web-based Videoconference, etc.

Profiles are a person's settings for a particular server. Settings include login name, password, and URL to the server, along with other available preferences.

Communities are groups identified on the server by name. You will only have access to communities that the server administrator has given you access to. Most communities are restricted, but there are open communities where anyone with an account can go to communicate with others.

TSS Reach Collaboration Software, CollabWorx

ATSC has selected CollabWorx, our tool for secure, synchronous communication, and collaboration that we believe will promote better teamwork, better training, and ultimately, better soldiers.

Capabilities of CollabWorx include audio, video, and data conferencing, all over internet protocol using existing bandwidth. With minimal investment in a web camera and microphone you have a personal web-based videoconferencing system available at your convenience anytime, anywhere.

With CollabWorx, you can share the display, navigational control, and markup of documents. You can also share web-based content such as distributed learning content for review or training.

Applications for TSS Reach, CollabWorx include:

- Networked Meetings - saving valuable time and resources
- Teambuilding and Teamwork - proving real-time peer and mentor interaction
- Training - ensuring all students participate
- Performance Support - providing expertise to the field
- Personal Conferencing - eliciting immediate feedback

The software has multiple types of security including authentication, data encryption, and key cryptography. It has been tested as capable of running over SIPRNET and is an approved DISA collaborative software.

SECURE INSTANT MESSENGER

2

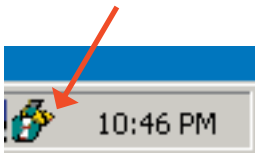


Figure 2.1 The CollabWorx SIM icon on the Windows taskbar

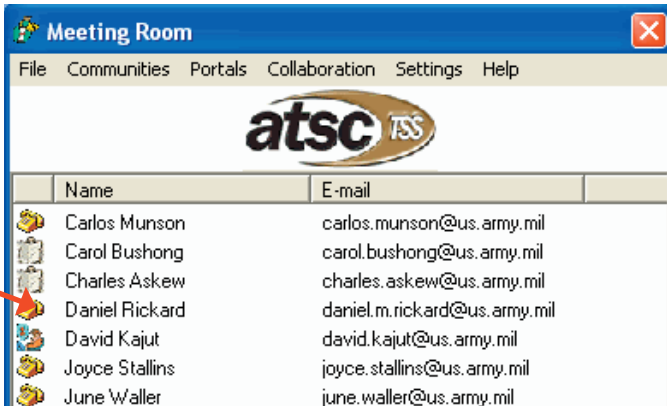


Figure 2.2 The SIM or "Community" window

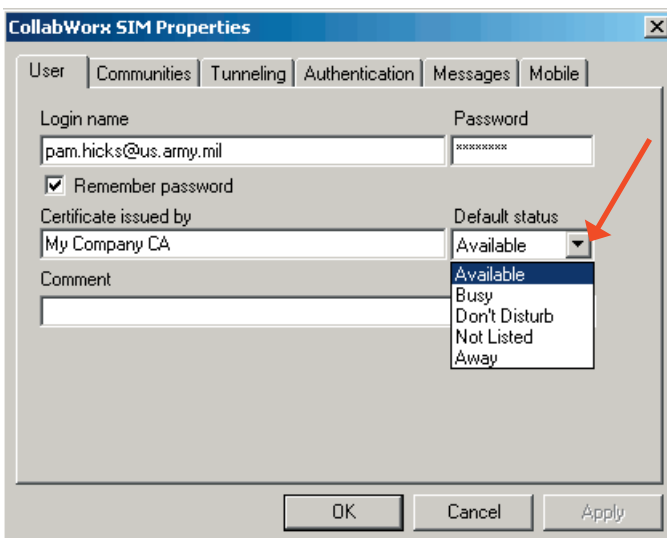


Figure 2.3 The CollabWorx SIM icon

The Secure Instant Messenger (SIM) or Community Window

CollabWorx Secure Instant Messenger (SIM) is a complete instant messaging solution for organizational use.

In contrast to consumer grade instant messaging tools, the SIM focuses on using secure instant messaging to foster better communication within the organization, and to provide connections between the organization's customers and the organization's employees.

The SIM also serves as a gateway to more complex communications, such as Collaborative Meetings with audio, video, and document sharing.

1. Double-click the **SIM icon** on your taskbar (**Figure 2.1**) to view the window with the list of people currently logged in to your community.

Persistent Status Indicators

You will notice different icons next to people's names in your community. These are used to provide a high level of on-line presence awareness (**Figure 2.2**).

Some of the icons are user-defined (i.e., the user selects the status indicator from the Settings menu), others are automatic (i.e., the program assigns a status based on pre-defined criteria).

The recommended default icon is the telephone, which means the user is "Available." If necessary, you can change your default by going to the **Settings** menu, selecting **Properties** and using the drop-down under Default Status in the User tab to change the default (**Figure 2.3**).

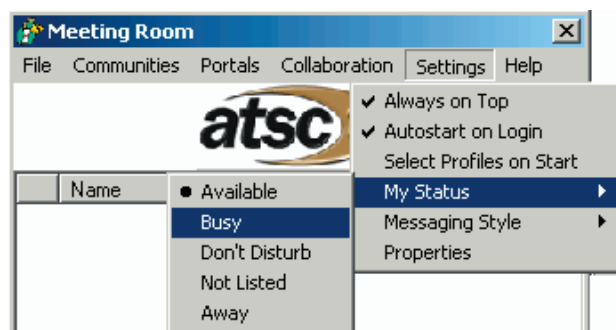


Figure 2.4 The Status menu used for setting user presence indicators

Default and automatic user status indicators are shown in **Table 2.1**.

Configurable Status Indicators

You may wish to change your icon to indicate to others that you are not available. **Table 2.2** provides details on these indicators.

1. Click the **Settings** menu and choose **My Status**.
2. Select the icon which best expresses your current user status (**Figure 4.4**).






Description	Comment	
User is available for instant messaging and invitations to collaborative meetings.	This is default setting. Being logged in and available are the recommended settings for optimum benefits of collaboration and communication.	
User is participating in a meeting or conference .	Set automatically when user enters a meeting. Two new options become active in the user menus: the user can invite others to join the meeting and others in SIM community can ask to join the user in the meeting.	
User is idle .	Automatically set after 10 minutes of inactivity on the user's computer. This is a "presence awareness" feature. Messages can still be sent to the user.	
User is (figuratively) asleep .	Automatically set after 1 hour of inactivity on the user's computer. This is a "presence awareness" feature. Messages can still be sent to the user.	
User is absent .	Set automatically after 3 hours of inactivity on user's computer. This is a "presence awareness" feature. Messages can still be sent to the user.	

Table 2.1 Default and automatic user presence indicators




Description	Comment	
User is busy . Please, send important messages or meeting invitations only. SIM will issue a warning before sending an IM or invitation to a busy user.	Set by the user. Used as a visual indicator of non-availability. Send important messages or meeting invitations only. SIM will issue a warning before sending an IM or invitation to a busy user.	
User is away . Shown when user sets his/her status to "Away." The icon was a hamburger in the last version and is now an airplane.	Set by the user. Used as a visual indicator of being away. Send important messages or meeting invitations only. SIM will issue a warning before sending an IM or invitation to a busy user.	
Do not disturb .	Set by the user. In this state, you cannot send instant messages or to invite the user to meetings. You can choose to send the user an email message instead by right-clicking user name and selecting "Send email message" option.	
User is not listed .	Set by the user. For privacy, a user can decide not to be listed in SIM. They see other names, but others can't see their name. The user still can send messages and receive replies.	No icon is shown when the status is Not Listed.

Figure 2.2 Presence indicators set by the user

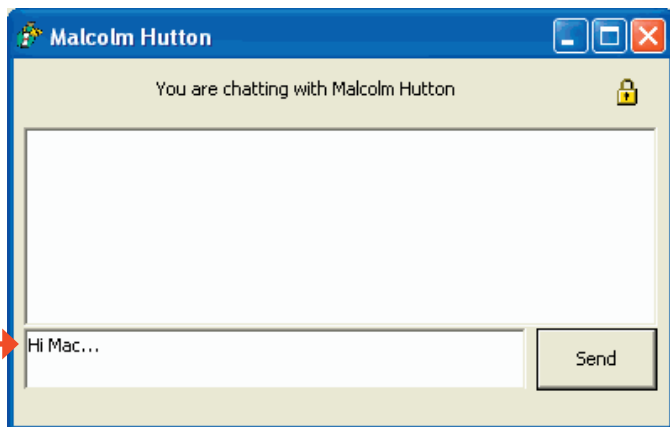


Figure 2.5 Sending an Instant Message

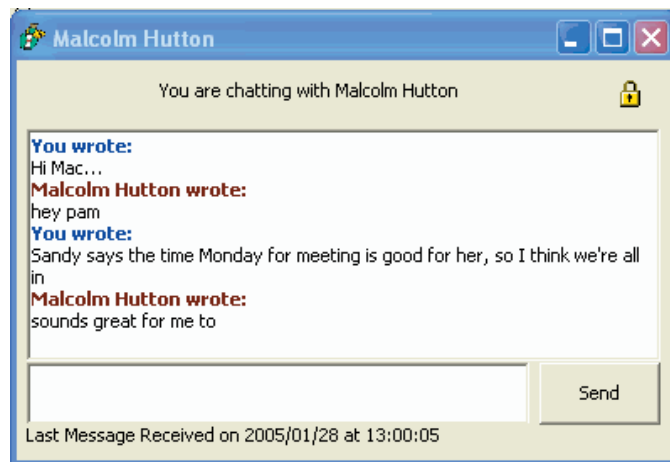


Figure 2.6 Instant Messages

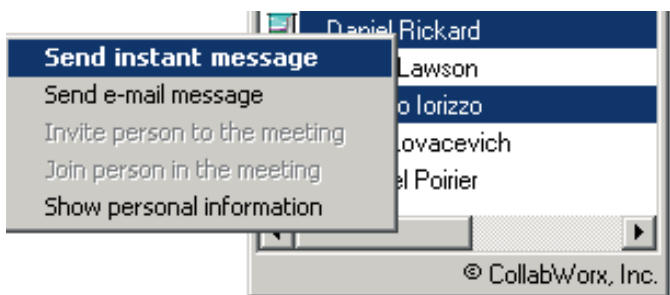


Figure 2.7 Select multiple names and right-click on the high-lighted area to get the user menu.

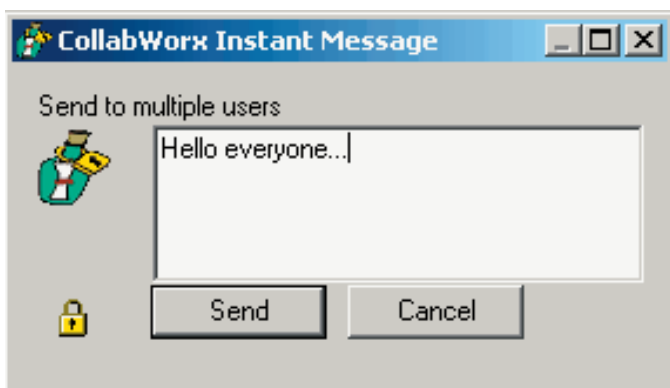


Figure 2.8 Send Instant Message to multiple users

Instant Messaging

Instant Messaging in CollabWorx is a secure, synchronous method of communication within a community. It often becomes a preferable mode for quick communications because you can see by the user presence indicators if someone is available and the other person usually replies quickly.

Sending Instant Messages

To send an IM to one person:

1. Go to the community window.
2. **Double-click the person's name** (or right-click their name and choose Send instant message). This will bring up the message box with the person's name you are messaging at the top (**Figure 2.5**).
3. The cursor will come up in the lower box ready to type your message. **Type** your message in the lower box.
4. Click Send or press the **Enter** key on your keyboard.
5. Limited formatting is available by holding CTRL then pressing the Enter key to move to the next line to type.

Receiving Instant Messages

As long as your program is running (the SIM icon shows on your taskbar), and you have not changed your status to "Don't Disturb" or "Not Listed," you are able to receive instant messages from other people.

When someone sends you a message, a window will pop up on your screen with the name of the person sending the message at the top of the window. Each message will be identified by the person who wrote it (**Figure 2.6**).

You can close the message window at any time. If you receive another message it will pop up again. If you have the "Sound on Message" set in your message properties, it will play when the message box pops up to notify you.

Sending Instant Messages to Multiple People

To send IMs to more than one person:

1. Go to the community window.
2. Hold the **CTRL** key and **Select** each person's name you want to send a message to.
3. **Right-click** on one of the blue highlighted names to get the user menu (**Figure 2.7**).
4. Select **Send Instant Message**. You will get a different message box saying "Send to Multiple Users" (**Figure 2.8**).

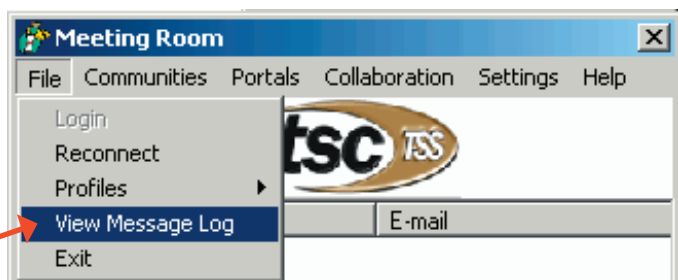


Figure 4.9 File menu with View Message Log selection

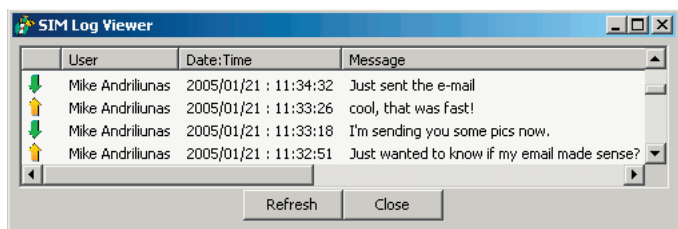


Figure 2.10 SIM Log Viewer

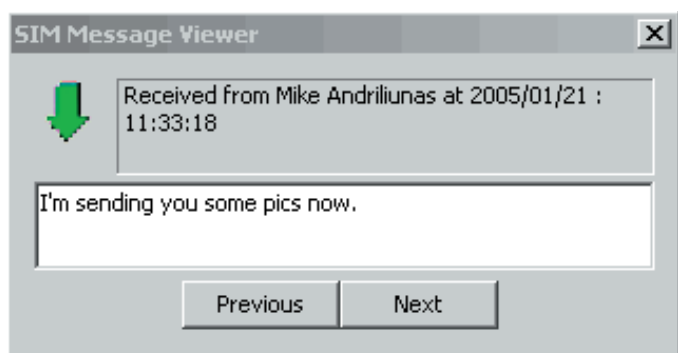


Figure 2.11 SIM Message Viewer

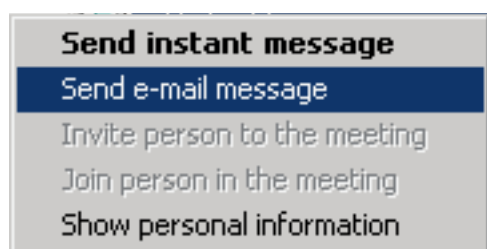


Figure 2.12 Right-click user names to get the user menu

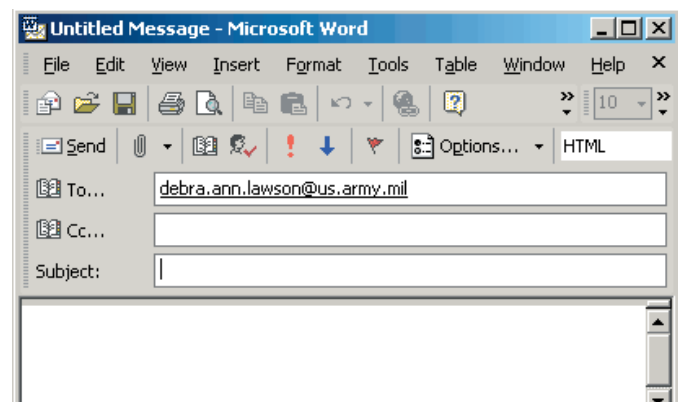


Figure 2.13 Outlook email editor

Note: Sending to multiple users only works in the send mode. You will receive replies as individual messages.

Viewing Your Message Log

We already covered setting up Message Logging in the Properties dialog box. Now that you have sent and received instant messages, you can view them in the SIM Log Viewer.

1. Go to the **File** menu and select **View Message Log** (Figure 4.9).
2. The SIM Log Viewer window will appear with your Instant Messages. For each message you will see an arrow showing who sent (yellow up arrow) and who received (green down arrow). It also shows the person's name you were messaging with, a date/time stamp, and the message itself (Figure 2.10).

You can sort your messages by clicking the category names in grey at the top. You can also resize of each column by selecting the line between categories and moving it.

3. Double-click on a message and you will get the SIM Message Viewer (Figure 2.11).

Sending Email

There is a convenient way to send email to people within your community.

1. Go to the Community window.
2. Right-click one person's name to get the user menu (Figure 2.12).

Note: You can also send Email to multiple people. Hold the CTRL key and select multiple names, then right-click the blue highlighted area to get the user menu.

3. Select **Send email message.** This will bring up the send window of your email program with the AKO email addresses filled in ready to send your email message (Figure 2.13).

Note: The email address used will be the AKO email address.

Show Personal Information

You can find out some information about another user.

1. Go to the Community window.
2. Right-click a person's name to get the user menu.
3. Select **Show personal information.**

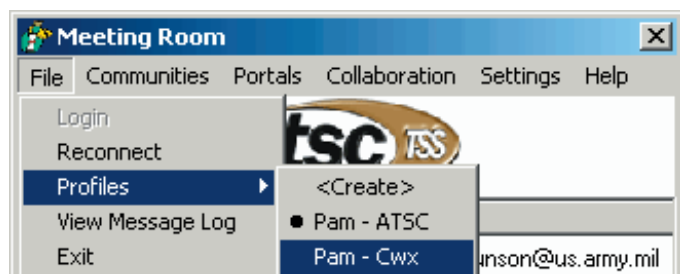


Figure 2.14 Profiles menu



Figure 2.15 CollabWorx commercial server



Figure 2.16 Switch from the Meeting Room to the ATSC community on the ATSC server

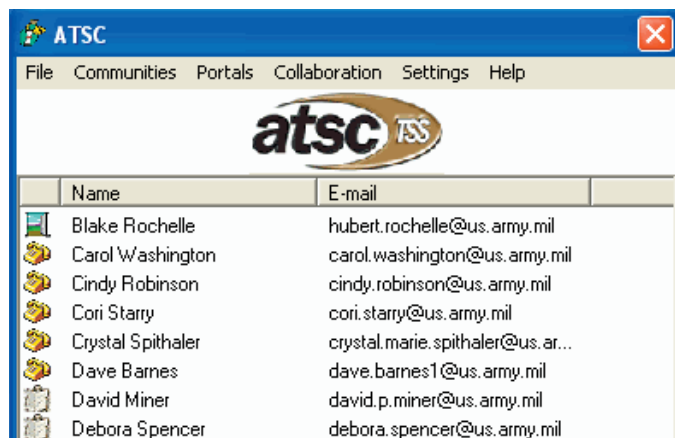


Figure 2.17 The ATSC community

Switching Between Profiles

Profiles are set up for each server you have access to. You give the profile a name and fill out the properties for it so that you can easily move between servers where you have access to people in other communities.

1. Go to the **Community window**.
2. Click on the **File** menu and select **Profiles** (Figure 2.14). This is where you can select the names of other profiles you have access to.

Switching Between Communities

Something you might do more often than switching profiles (servers) is to switch to another community.

Communities are created by the server administrator. Most communities have restricted access for only certain people. This access is set by the server administrator for each individual.

Everyone should have access to the Meeting Room community. Other communities will be set up over time as we continue to evolve our support for collaborative tools.

It is very easy to switch between communities.

1. Go to the Community window.
2. Select a community from the menu (Figure 2.16).

The next time you log on you will be in the community you were last in, not the one you originally chose when setting up your profile.

If you have visited another community, remember to switch back to the one you want to be listed in. You will see the name of the community at the top of the window.

COLLABORATIVE MEETINGS

3

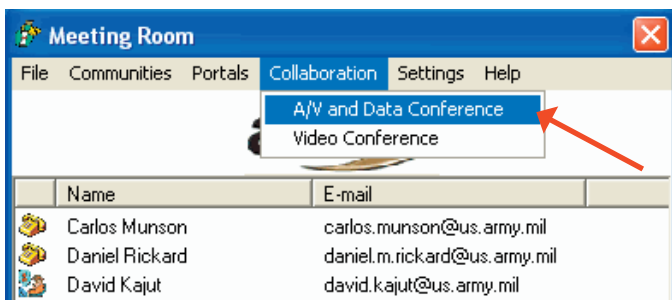


Figure 3.1 Collaboration menu



Figure 3.2 A/V and Data Conference

Initiating Collaborative Meetings

The CollabWorx SIM provides a gateway to other programs for synchronous collaborative meetings that can include audio, video, chat, and document sharing.

1. To access collaborative meetings, go to the community window and click on the **Collaboration** menu (**Figure 3.1**).
2. Tools are configurable on the server side for each community. In the Meeting Room community, there are two options: **A/V and Data Conference**, and **Video Conference**.

Note: The only difference in these is the A/V and Data Conference has the Document Sharing capability and the Video Conference does not.

The A/V and Data Conference window is shown here (**Figure 3.2**). This window has the name CollabWorx at the top. Be sure to give the Collaborative Meeting window time to load everything.

Note: If it ever happens that a feature doesn't load properly, you get an error message or experience any problems, simply close the window with the X in the upper right-hand corner (**Figure 3.2**) and then restart the Collaborative Meeting again from the menu (**Figure 3.1**).

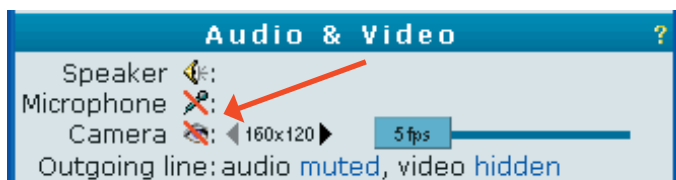


Figure 3.3 Audio and video default settings set to mute



Figure 3.4 Volume bars for microphone



Figure 3.5 Video settings for size and frames per second



Figure 3.6 Occasional video freeze is easily corrected

Audio and Video Settings

The first thing you will want to do after initiating a collaborative meeting is unmute (turn on) your audio and video. These features are muted by default as shown by the red slashes over the icons next to the Microphone and Camera (Figure 3.3).

Adjust Audio (Microphone) Settings

1. Click on the red slash over the **Microphone icon** to turn the mic on. You will see volume bars move as you speak if the audio is working (Figure 3.4).

Note: Anytime you need to mute the mic again, just click on the icon to put the red slash back.

Adjust Video Settings

Each person controls their own video window size and frames per second (fps). What you set these to will depend on your available bandwidth and also the purpose you are currently using the tool for.

For most uses you will want to set your video to the smallest size, 160 x 120, and the fps to around 10-13 so that the video is smoother, but also is not using excessive bandwidth (Figure 3.5). For some uses you may want larger video and more frames per second.

You can adjust your video settings before or after unmuting your video. When you adjust your video settings after the video is on, it will momentarily freeze.

To turn video on and adjust video settings:

1. Click the red slash over the **Camera icon** to turn the camera on.

Note: Be aware that the video window can come up behind your Collaboration window and you will have to move your windows around to arrange them on your screen.

Anytime you need to stop sending video, just click on the icon to put the red slash back, meaning the video is muted.

2. Click the arrows to the right or left of the resolution (default 160x120) shown at the right of the Camera icon to make the video smaller or larger. On the ATSC server, the video should open at the lowest video size, 160 x 120.
3. Click on the slide bar to adjust frames per second to around 10 for most uses (Figure 3.5).

Note: if video ever freezes at 0 kbps (Figure 3.6), try muting the video and unmuting it to free the video stream.

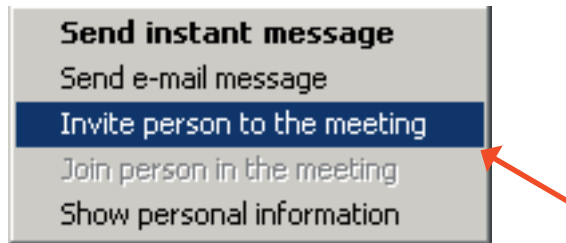


Figure 3.7 User menu



Figure 3.8 Meeting invitation

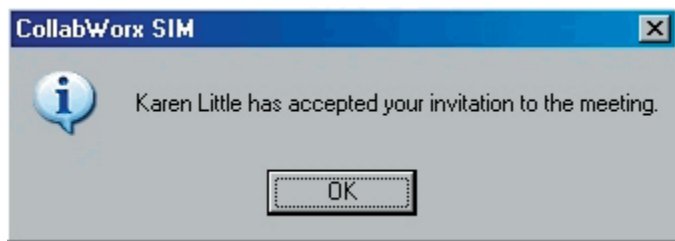


Figure 3.9 Meeting invitation accepted

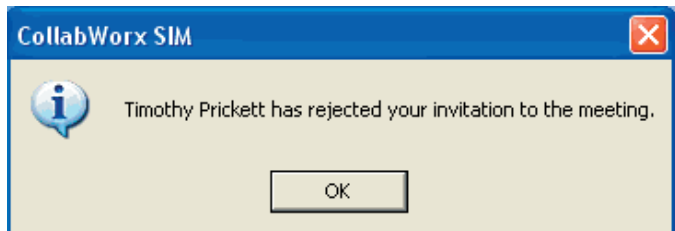


Figure 3.10 Meeting invitation rejected



Figure 3.11 Request to join a meeting

Inviting Others or Requesting to Join Meetings

After you have initiated a collaborative meeting, first allow everything to load on your end and adjust your audio and video, then invite others to join your meeting.

1. Open the community window by double-clicking the icon on your taskbar.
2. Right-click the person's name you want to meet with. You will get the **User menu** (Figure 3.7).
3. Select **Invite Person to the Meeting**. This will pop up a message on their screen asking them to join the meeting (Figure 3.8).
4. Most people follow the protocol of arranging a meeting time in advance or Instant Messaging someone to ask if they can join a meeting before inviting them.
5. You will receive a feedback message indicating the person accepted your invitation (Figure 3.9).
6. When a person accepts a meeting invitation, the program will automatically load on their computer and they will need to unmute their audio and video and arrange their windows just as you did. Make sure you allow time for this before a meeting is scheduled to begin.
7. If your invitation was rejected, you would also receive a feedback message (Figure 3.10).
8. You can communicate with people while setting up collaborative meetings by using IM.

Only people already in a meeting can invite or allow others to join the meeting.

If you see the icon showing someone is in a meeting, you can request to join:

1. Right-click the person's name and select "Join Person in the Meeting" (Figure 3.11).
2. The person on the other end can accept or reject your request.

Tip: If you need to reject a request for some reason, you may want to IM the other person to explain.

Screen Arrangement

CollabWorx allows complete user control over the arrangement of windows on the screen. Each person controls the arrangement on their own screen (**Figure 3.12**).

Positioning Video Windows

For the best communication, you will need to make as much eye contact as possible. You can do this by positioning your camera close to the video windows of the people you are talking with. That way when you look at their image, you are also looking toward your camera and making better eye contact.

How Display Resolution Affects Screen Space

The higher your screen resolution is set, the more pixels or dots on the screen you have and the more items you can fit on a screen. It is recommended that you set your resolution to at least 1024 x 768, especially if you are going to share documents.

Arranging Windows

To move windows around on your screen:

1. Click the blue area at the top of your window and drag to move the window around on your screen.
2. When video windows come up on your screen, they may come up behind other

windows. Move the larger windows out of the way to get to the video windows and arrange your screen as one of the first things you do when beginning a collaborative meeting.

Resizing Windows

You can "grab" the sides or corners of any CollabWorx windows to resize:

1. To resize one side of the window, move your cursor to the side of the window. When the cursor changes, click and drag.
2. To resize two sides of the window, move your cursor to the corner of the window. When the cursor changes, click and drag.

Minimizing Windows

Windows you don't need can be minimized and docked on your taskbar until needed.

1. Click the underline button at the upper right corner of the window. You will see the item at the bottom of your screen, docked on your taskbar.
2. If you have many items docked on your taskbar, they will be grouped by program. If you have minimized more Internet Explorer (IE) windows than will fit, they will group in one IE button on your taskbar. When you click that button you will see a menu of the other items.

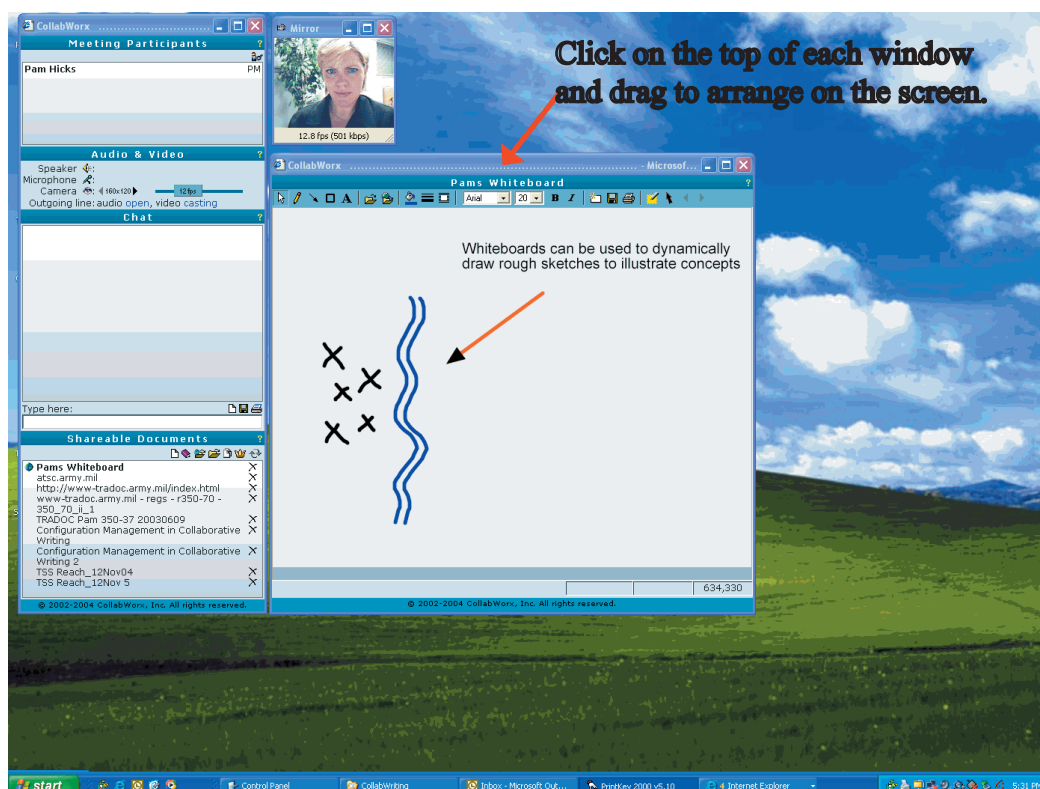


Figure 3.12 Sample screen arrangement on a display with a high resolution. Higher resolution provides more room to arrange windows on your screen. Click on the top of each window and move to arrange window on your screen. Video windows may come up behind other windows, so when you are getting setup and arranging windows, be sure to look behind other windows for video.

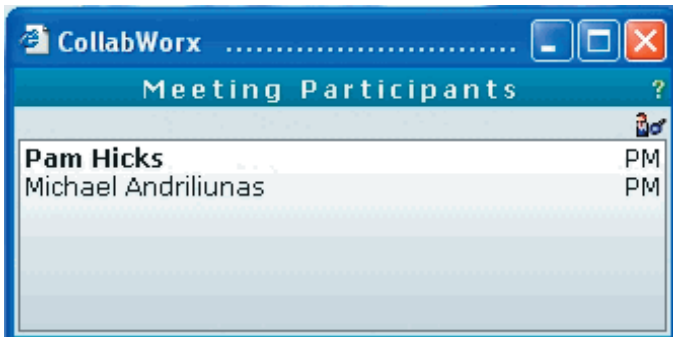


Figure 3.13 Meeting Participants and Private Messaging

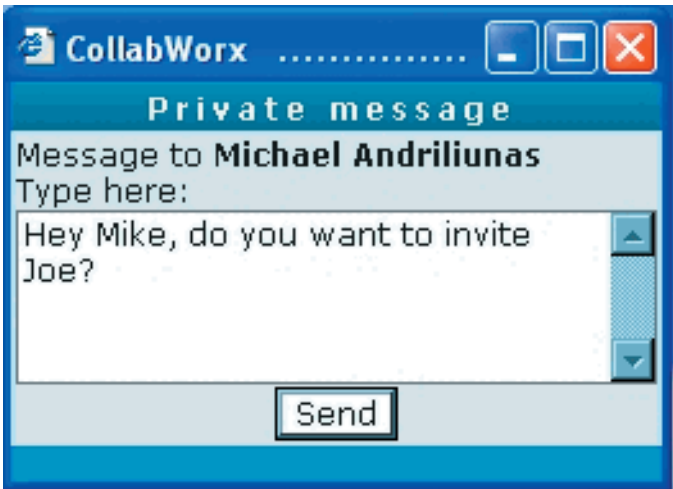


Figure 3.14 Private Message window

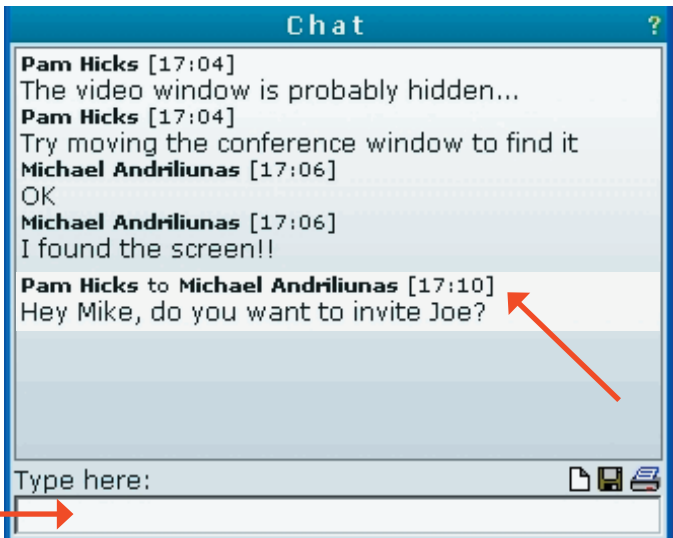


Figure 3.15 Chat messages and Private Message (highlighted)

Participants and Private Messaging

The topmost area of the collaborative meeting window shows all the participants currently in the meeting (**Figure 3.13**).

Next to each person's name you will see "PM" for Private Messaging. Using this feature is similar to a side whisper to someone during a meeting and is a message only between the two parties.

To send a private message:

1. Click **PM** next to the person's name.
2. Type your message and click Send or press **Enter** (**Figure 3.14**).
3. You will see your private messages appear in the Chat window.

The difference you will see, however, is that private messages appear with both the sender and receiver names to show that the message is only between those two parties (**Figure 3.15**). Regular chat messages only show the sender's name and are appear for all participants.

Using Chat

Chat is an important area and can be used in casual or formal ways depending on the type of meeting.

Chat can be a place where a designated person enters meeting minutes or at a minimum, action items from an official meeting. It can be a place where students listening to an instructor can enter questions without interrupting and the instructor can respond to the questions.

At the end of a meeting or training session, chat notes can be saved or printed.

To use chat:

1. **Type** in the box just below the words "Type here" and press the **Enter** key to post the message to the Chat box (**Figure 3.15**).

A scroll bar will appear when the box is full to accommodate more messages.

Click the "Clean Chat Window" icon to erase all messages.

Click the "Save Chat Record to Disk" icon to save messages to a file. When the dialog box appears, choose the location to save the file, name the file, and choose the file type.

Click the "Print Chat Record" icon to print the chat messages.

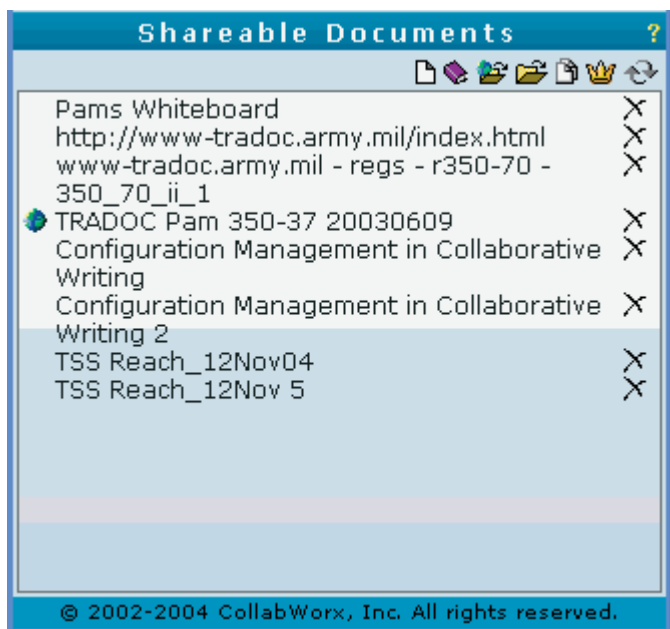


Figure 3.16 The Shareable Document List

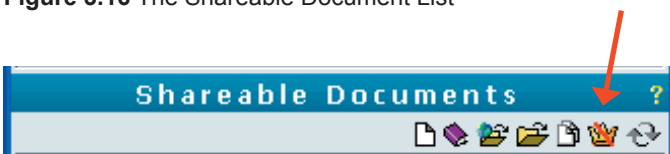


Figure 3.17 The crown icon showing you do not have the floor



Figure 3.18 The crown icon showing you do have the floor



Figure 3.19 Sharing Documents



Figure 3.20 The synchronize icon

Sharing Documents

Besides the great security and audio/video features of CollabWorx, document sharing is a very important feature that allows us to share information and get work done using this tool.

Note: For more formal meetings or instruction, you will want to take time to load documents before starting your meeting.

There are different document viewers for different document types. We will cover viewer options along with loading documents later in this section.

The Document List

When documents are added they show up in the window under Shareable documents, in what we call the Shareable Document List (**Figure 3.16**).

Documents can be removed from the list by clicking the X to the right of the document name.

Floor Control and Sharing Documents

You share documents with other participants by "taking the floor." To do this:

1. Click the **Crown icon** to remove the red slash (**Figure 3.17**).
2. After taking the floor, click a **Document name** on the list. The document opens on your screen and also on the other participants' screens (**Figure 3.19**).
3. Other participants can take the floor by clicking on their Crown icon. When they do this, the red slash will reappear on your Crown.
4. If you do not have the floor, you can still open and navigate documents on your computer. The document you are looking at is not shared with anyone else unless you have the floor.

Document Synchronization

If other participants are not receiving the documents you are sharing, you can synchronize or refresh the document being shared to them by clicking on the Synchronize icon. This is the last icon on the right under Shareable documents and shows two arrows in a circle (**Figure 3.20**).



Figure 3.21 Create Blank Document is the first icon on the left under Shareable Documents

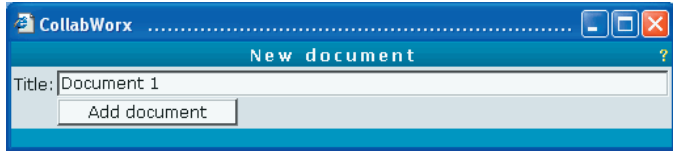


Figure 3.22 Blank documents have default names

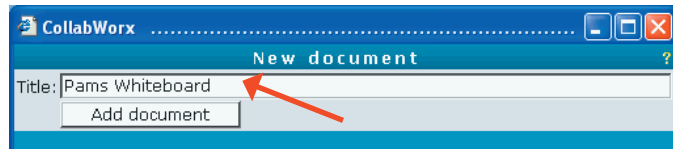


Figure 3.23 You can also rename a blank document

Create a Blank Document

Blank documents use the Whiteboard. To create a blank document:

1. Click on the "Create blank document" icon (**Figure 3.21**).
2. Either leave the name as the default name (**Figure 3.22**), or rename the document (**Figure 3.23**).
3. Click the Add Document button.
4. The document appears in your document list under Shareable Documents.
5. Take the floor by clicking the crown to remove the red slash.
6. Click the document name in the list to load it on yours and other participants' screens.

Note: With the whiteboard, all participants can draw at the same time for others to see without having floor control (**Figure 3.24**).

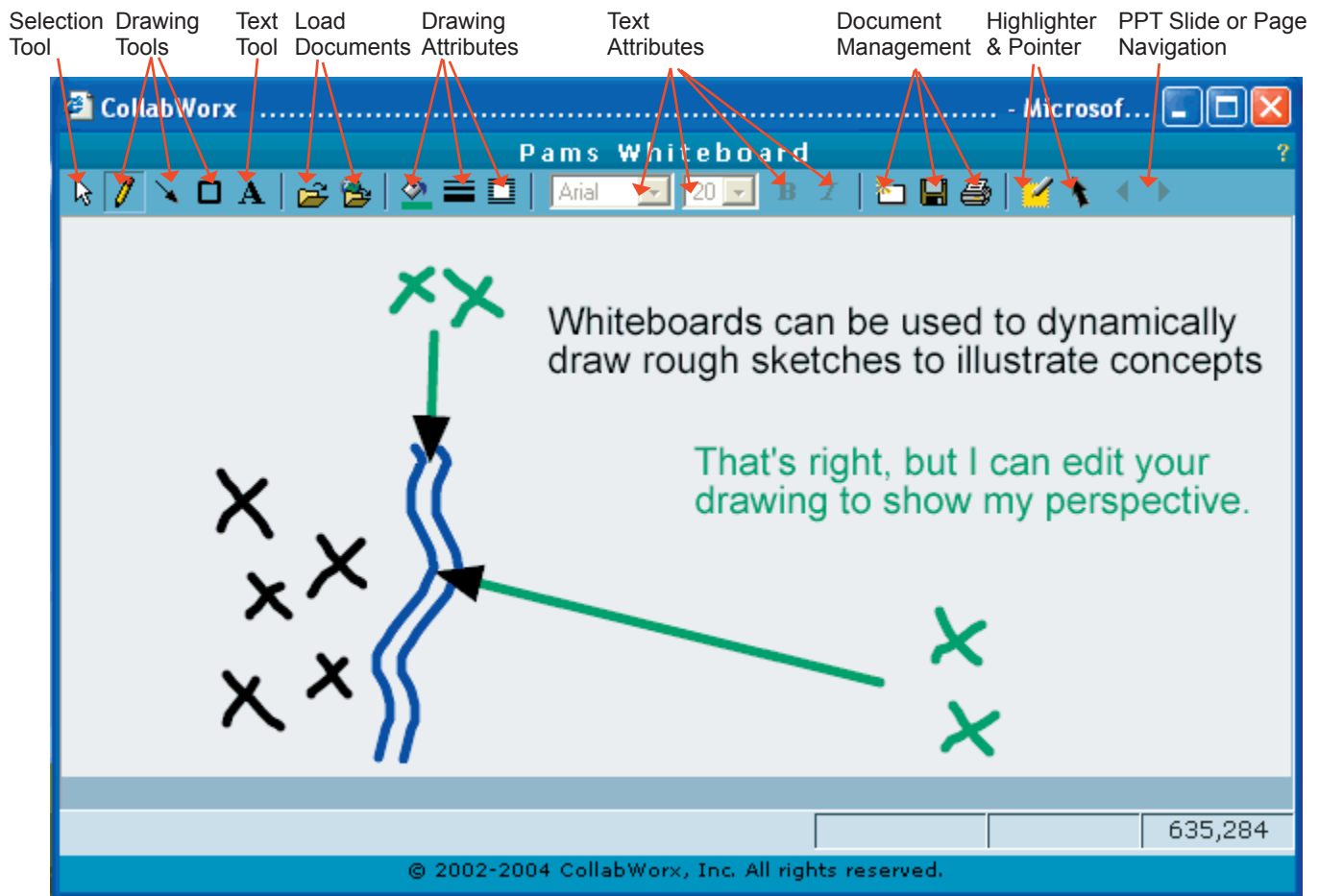


Figure 3.24 Whiteboard features

Most of the whiteboard tools are self-explanatory. We suggest you try out the tools with different attributes, try loading files in the whiteboard, saving and printing. There are a couple of ways to delete; you can wipe the entire screen, or use the Selection tool (farthest left on the toolset) to select single items and press the delete key. The arrows at the far right allow you to navigate PPT files. When you save the files as *.svg file type, the markup for each screen will also be saved.



Figure 3.25 The document repository icon is the second icon from the left

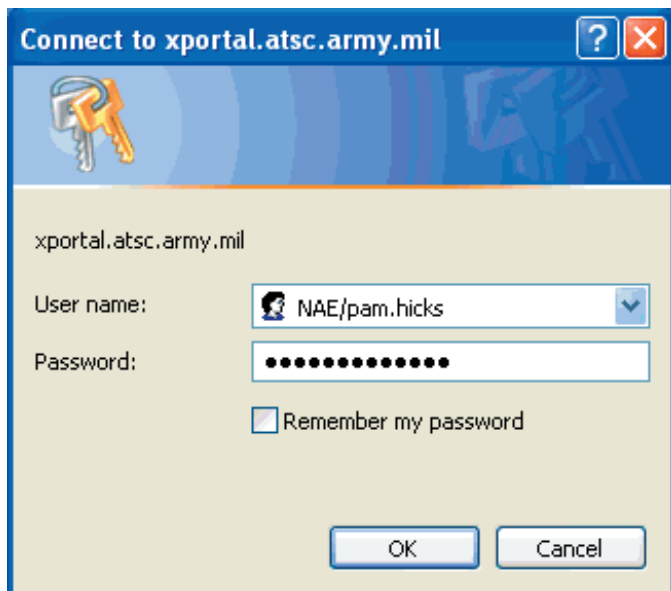


Figure 3.26 Document Repository Login

Open Document Repository

Note: The document repository on the ATSC server is currently associated with the ATSC SharePoint portal and is available only by password. Documents can be loaded and then shared with others.

Each community can be configured and even connected to your own document repository.

To add documents from the repository:

1. Click on the "Open Document Repository" icon, the second icon from the left under Shareable Documents (**Figure 3.25**).
1. Type your user name and password if prompted (**Figure 3.26**).
2. Find a document in the list.
3. Click and drag the document from the repository (**Figure 3.27**) to the document list under Shareable Documents (**Figure 3.28**).

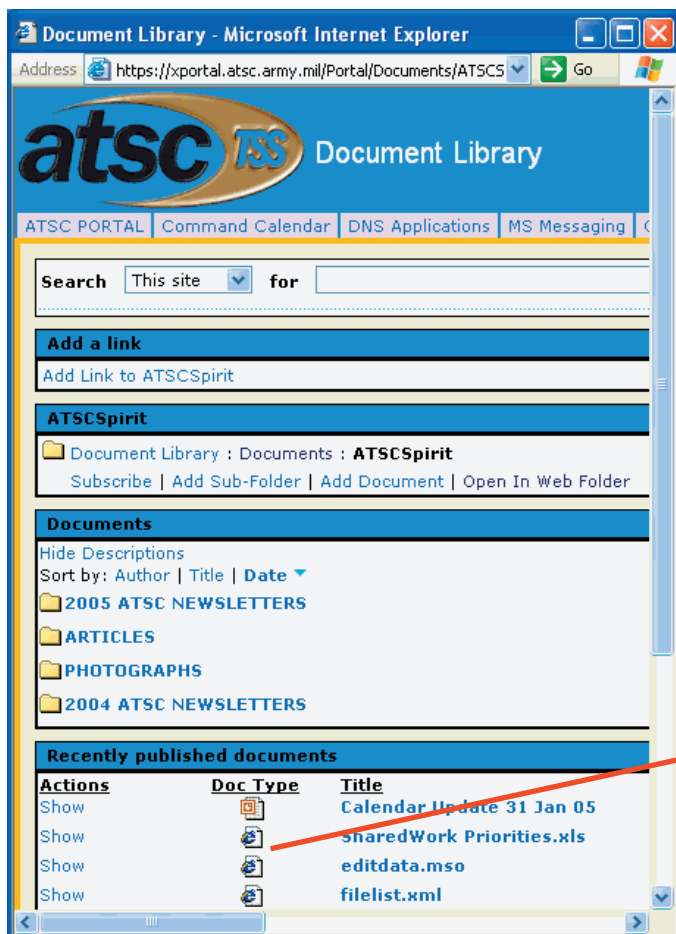


Figure 3.27 ATSC Document Library

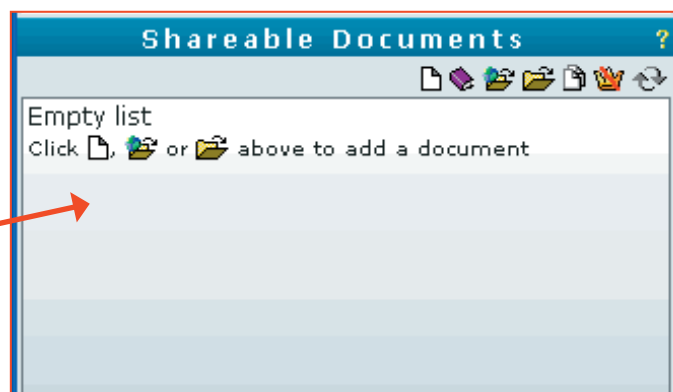


Figure 3.28 Drag files from the repository to the Shareable Document List



Figure 3.29 The Add web document icon is the third from the left

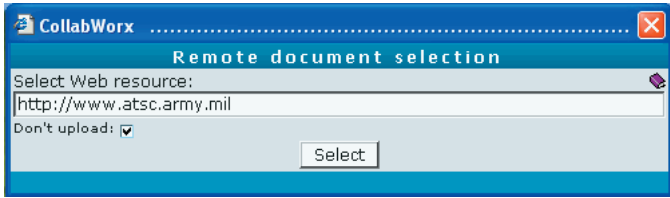


Figure 3.30 Remote document selection

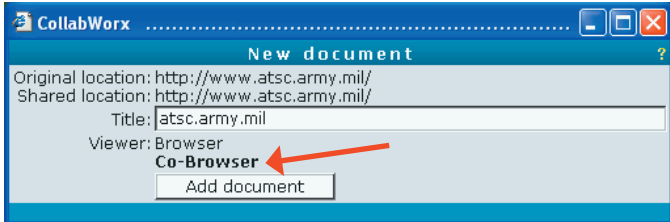


Figure 3.31 Choosing a document viewer

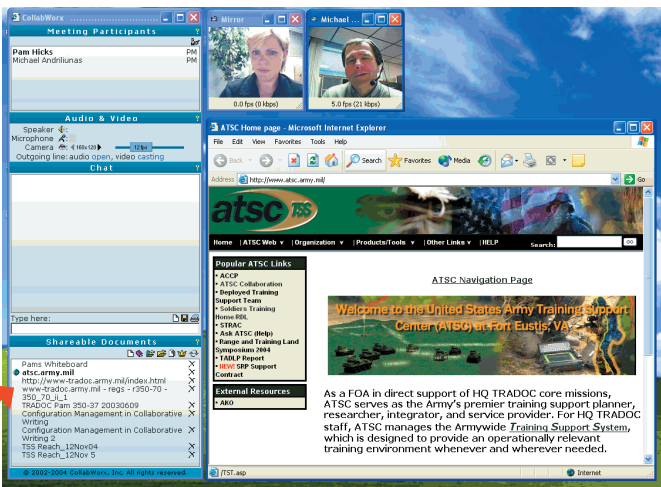


Figure 3.32 Sharing web documents

Add Document from the Web

Many things accessible on the web can be shared with other participants.

1. Click the **Add Web Document** icon (**Figure 3.29**).
2. Type or copy and paste the address to the web document or webpage.
3. Click the **Don't upload** box to use these documents as live webpages (**Figure 3.30**).
4. Click the **Select** button.
5. Select either Browser or Co-Browser as the Viewer from the New Document window (**Figure 3.31**). Co-Browser is in Bold, so it is already selected.
6. Click **Add Document**. You will then see the link to this under Shareable Documents, ready to share with other meeting participants as shown (**Figure 3.32**).

Browser is a browser-based window with no interface menus or buttons. It is usually recommended to choose the Co-Browser so you have navigation capabilities for webpages.

Note: There are some caveats to what you can share over the web:

1. When you share a web document, navigation within that window will push out to other participants.
2. Scrolling does not currently push out. You will need to combine verbal cues with page navigation to share and talk about what you are seeing.
3. Pop-up windows do not share for security reasons. If you click a link and the page comes up in another window, you will need to put the address for that page back in the main window, or add that address as another shareable web document.
4. You can not log in to a secure site and then push out what you see to other participants, again, for security reasons.

You can send others to the log in screen and have each person log in separately and then share navigation.

Note: What you see may be different from what other participants see, based on your access privileges, but general content will be shared.



Figure 3.33 The Add computer documents icon is the fourth from the left

Add Document from your Computer

Most office documents, pdf files, and many graphic and media files can be shared documents. To add documents from your computer:

1. Click the **Add Computer Documents** icon (**Figure 3.33**). The first time you select this icon you will be advised that documents are temporarily uploaded to the server in order to be shared.
2. Click the Browse button to choose a file from your computer directories (**Figure 3.34**).
3. Find and select the file on your computer. Click the **Open** button (**Figure 3.35**).
5. Click the **Upload** button (**Figure 3.36**).
6. Select a viewer (**Figure 3.37**). Options for most office documents are Simple Document Viewer, and Whiteboard.

The Whiteboard viewer has the advantage of being able to mark up the document. Whiteboard documents are not scalable, however, so it can take more effort to arrange windows on the screen. The Whiteboard does push out navigation to other participants.

Advantages of the Browser or Co-Browser are that the documents are scalable on the screen, something very important if you are working with limited screen space. For PowerPoint files, navigation buttons appear on the browser window, but you will need to verbally communicate to other participants to click page arrows to navigate along with you.



Figure 3.34 File upload window

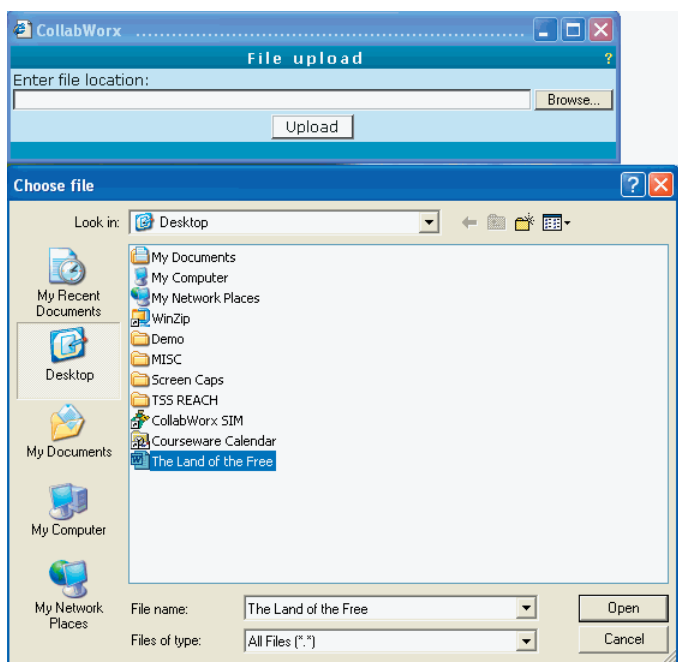


Figure 3.35 Selecting a file



Figure 3.36 File upload window with file

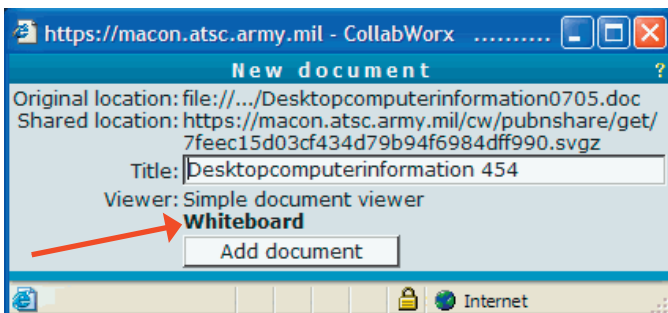


Figure 3.37 New document window

BASIC TROUBLESHOOTING

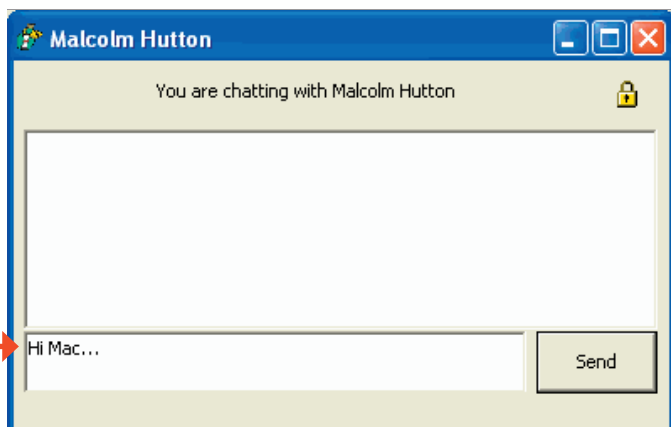


Figure A.1 Make sure you are typing in the lower part of the IM window

Can't Type in Instant Message Window

If you click in the Instant Message window and begin to type, but nothing happens, make sure you are typing in the lower part of the window, not the upper part where the messages appear.

When you open the IM, the cursor comes up in the lower part of the window ready to type (**Figure A.1**).

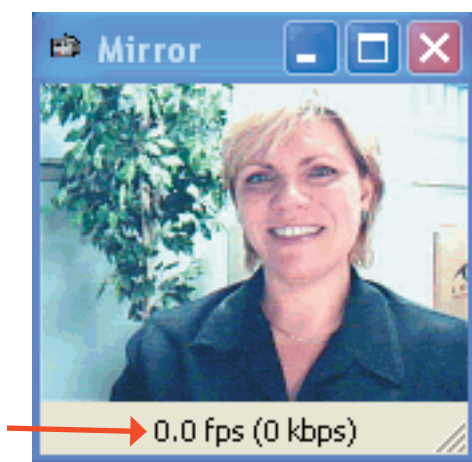


Figure A.2 Active audio and video settings

My Video is Frozen at 0 fps

If your video goes to 0.0 fps and stays there, it may be frozen, not an unusual occurrence when using Internet Protocol (**Figure A.2**).

1. Click the Camera icon to **mute** the video. The red slash will reappear over the icon (**Figure A.3**).
2. Click the Camera icon to **unmute** the video. The red slash will disappear.
3. In a couple of seconds, your video should be back to streaming.



Figure A.3 Audio and video default settings set to mute

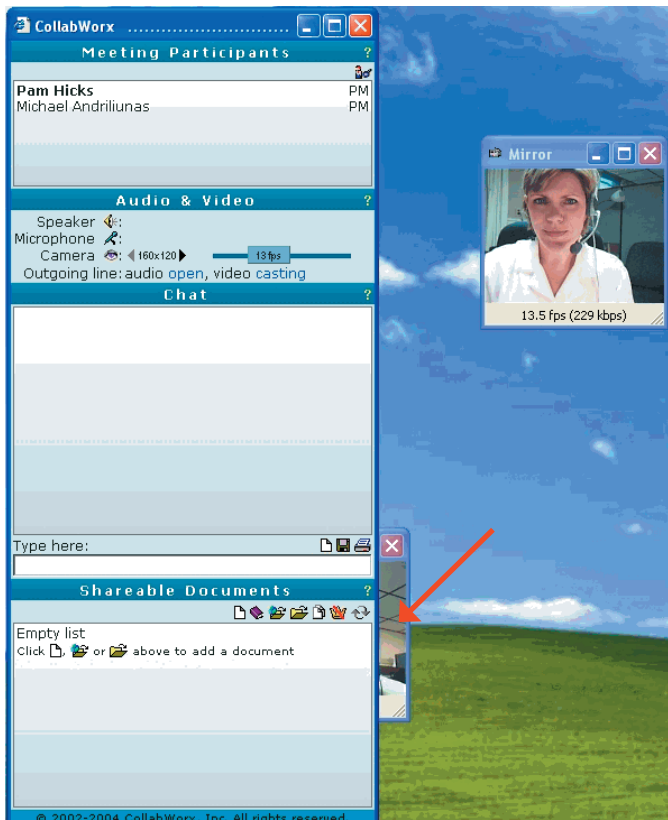


Figure A.4 The Advanced tab and what your Java settings should look like

I Can't Find the Other Participant's Video

With CollabWorx windows set to be On Top, some windows can come up behind others. This sometimes happens with video windows coming up behind other windows (**Figure A.4**).

To move participant's windows to the top:

1. Drag and move the top window out of the way.
2. Move each window to arrange your screen.

My Shareable Documents Don't Work

If you are not able to view or share document, check to see if your document viewer plug-ins may not have loaded correctly.

1. Open Internet Explorer and click on the Tools menu, then click Internet Options. Make sure you are on the General tab, then click **Settings (Figure A.5)**.
2. Click **View Objects** in the next window (**Figure A.6**).
3. Look at the status next to each of the CollabWorx plug-ins to see if any have "Damaged" as a status. If they do, right-click the object and choose **Update or Remove (Figure A.7)**. The plug-in will reinstall the next time you load a meeting with shareable documents.

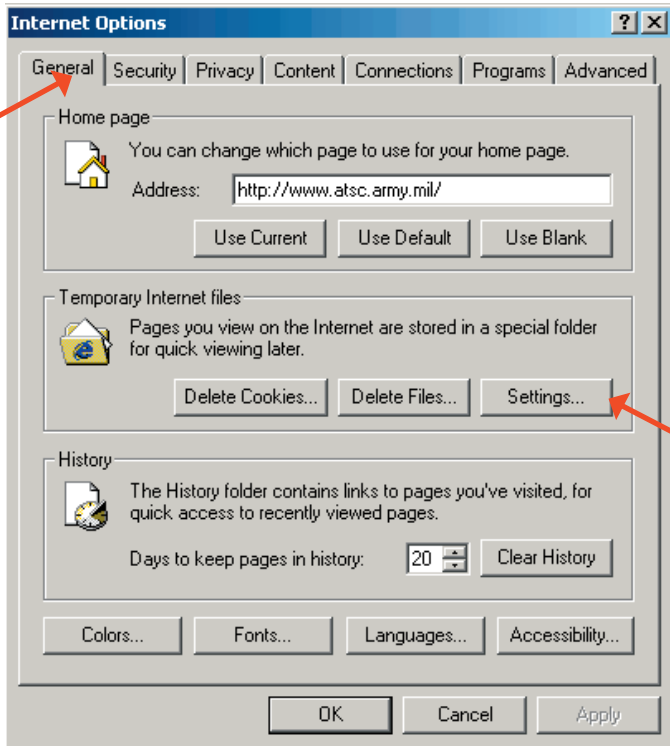


Figure A.5 Checking document viewer plug-ins

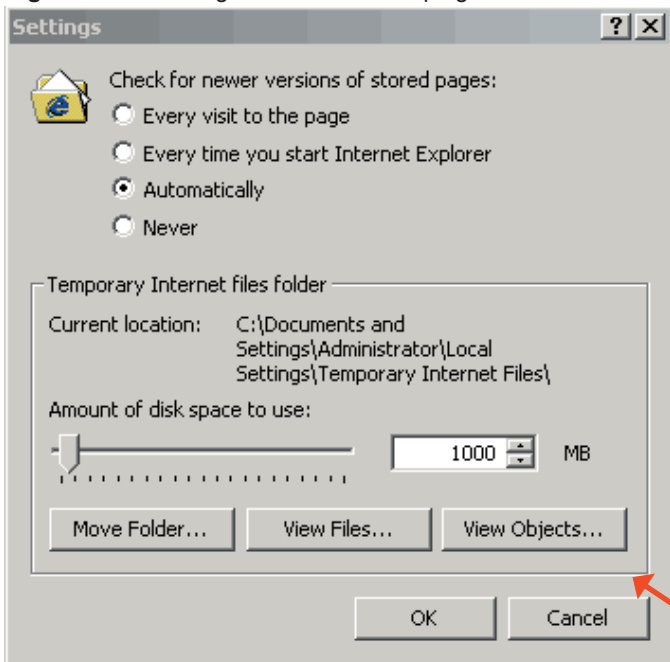


Figure A.6 View plug-in objects

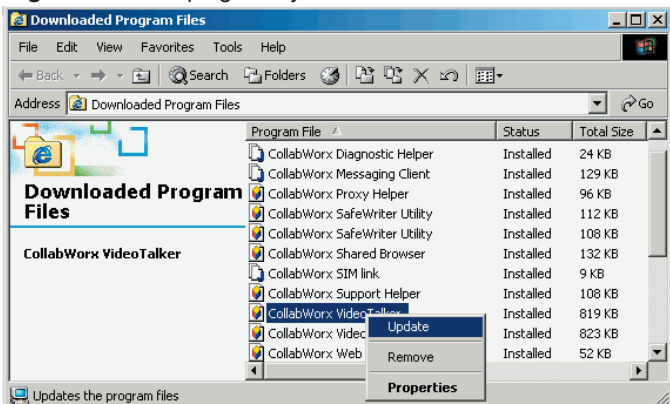


Figure A.7 Update or remove plug-in objects